

From: Fulton, Tim - BRP-LEX
To: Microsoft ATR
Date: 12/10/01 7:30am
Subject: Microsoft Settlement

To Whom it may concern,

This is to lend my voice to those who want to see Microsoft hung out to dry. There is good reason why many refer to the company as M\$. My experiences, though, are a little different.

My company is an international manufacturer who has standardized on this company's offerings. As one whose income relies on the ability to use them, I was a little distressed to learn that Microsoft would not support their product, not even for money.

Because the operating system [OS] was preinstalled by the computer maker (in this case, Dell) Microsoft would not support it. OEM installations, they said, are the responsibility of the OEM.

As this might be understandable in many cases where OEM installations may affect product quality, I tried to get Dell to support the installation.

They, however, were not sufficiently trained on the details of the OS, and referred me back to M\$.

The point is, Microsoft is negligent in both aspects of this case. If Dell (or anyone having an agreement with M\$ to distribute the product) is an authorized reseller, then it is the responsibility of the manufacturer (M\$) to ensure the OEM is capable of providing support. If they cannot confer this technical capability to the OEM, then the duty lies with the manufacturer to support the installation.

Because they successfully dodged such responsibility is why I am a lifelong hater of Microsoft. Please find against them, in the harshest way possible, for lacking the fortitude to back up their own product.

Best regards,

Tim Fulton, North American Database Publications

Bosch Rexroth, Lexington KY USA

"The Drive and Control Company"

Tel. 859-254-8031 x.4521

mailto:tim.fulton@boschrexroth-us.com